



September 24, 2008

Dear Providers:

The Department of Health and Welfare has requested that Business Psychology Associates (BPA) re-authorize all active clients to continue in care beyond September 30, 2008. An active client will be identified as a client with paid claims history for dates of service 60 days prior to October 1, 2008; and a client beginning a new treatment episode authorized beginning August 1, 2008 or later. Please carefully review the attached instructions for the re-authorization process.

This authorization process will ensure that your clients' services are not interrupted due to lack of authorization, nor impacted by the pending transition upon award of the Substance Use Disorder contract.

Please be aware that your authorizations through BPA will be valid contractually as long as BPA is the current Management Services Contractor (MSC). If in the event, BPA is no longer servicing the SUD contract, all authorizations granted will be void on the date our contract is no longer enforced with the Department of Health and Welfare.

BPA values the work that you do to make a difference in the lives of the residents of Idaho and we will continue to support you and your efforts. In addition, we are committed to communicating with our provider network through this process of positive change and transition. Please feel free to contact your BPA Regional Coordinator with any additional questions and concerns.

Best Regards,

Provider Network Management

September 24, 2008

TO: ALL STATE FUNDED SUBSTANCE ABUSE TREATMENT AND RSS PROVIDERS

FROM: BPA

RE: October 1, 2008 Re-Authorization and Claims Submission Process

Providers need to carefully review the following items in order to continue to submit their claims for processing and payment:

- Providers can continue to provide services to their active clients. If a client's care was preauthorized with a shortened time span prior to September 30, 2008, new vouchers will be generated without requiring a request from you. The October authorization will include the remainder of the time span appropriate to the level of care of the original voucher.
- The re-authorization project will be conducted systematically and your office will be notified when we begin working on authorizations for your clients. If there are more than 10 vouchers to be issued we will forgo faxing and mail the vouchers through US Post.
- Providers will receive vouchers for clients that are considered active based on paid claims reports. Active clients are defined as clients with paid dates of service 60 days prior to October 1, 2008 and a client beginning a new treatment episode authorized beginning August 1, 2008 or later. Providers are responsible to contact BPA if they believe they are missing a voucher for an active client.
- Until a provider receives a new voucher with the new funding source and authorization number, the provider should continue to submit claims with the most recent authorization number.
- Regularly scheduled Risk Factor Reviews will continue. It is imperative that providers closely monitor the new vouchers, number of units available and expiration date in order to plan and conduct the next Risk Factor Review.
- **Do not hold claims submissions while waiting for the new voucher.**
- **RSS services will only be re-authorized for clients actively involved in treatment.**

If you have any questions regarding the reauthorization process please contact our Customer Support Specialists at (208) 947-4393 or (800) 922-3406.

Questions regarding claims submission during this transition should be directed to the claims department at (208) 947-1275.

Provider Network Management